



RMA Return Procedures

This document contains the following sections:

- [RMA Return Procedures, page 1](#)
- [Theatre/Country Return Instructions, page 2](#)
 - [United States and Canada, page 2](#)
 - [European Market \(EEA\), page 4](#)
 - [Asia, page 6](#)
 - [Australia and New Zealand, page 11](#)
 - [Japan, page 12](#)
 - [Central and South America, page 13](#)
 - [Mexico, page 24](#)
- [Failure Analysis \(FA\) Returns, page 27](#)
- [Packaging Guidelines, page 28](#)
- [Viewing of Return Status, page 29](#)

RMA Return Procedures

- RMAs ***returned under a service maintenance contract***: Defective Parts must be returned within 10 calendar days of ship date of the replacement part(s). For defective parts which have not been returned within 30 calendar days after shipment of the replacement parts, **Cisco reserves the right to charge for liquidated damages equivalent to the current full list price of the parts**. If you require an extension to due date because of special circumstances, you must contact Cisco Asset Recovery to request approval.
- RMAs ***returned as a part of the Trade In program***: These returns are due within 90 days from the last product ship date (of the new Sales Order). If you are unable to return the parts within this timeframe, please follow the [extension request process](#). Any product not returned within the specified period of time will be subject to invoicing for the same credit amount received at time of sale. Product can be returned at no charge to the customer by utilizing Cisco's [online pickup request tool](#).



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

© 2011 Cisco Systems, Inc. All rights reserved.

- RMAs **returned for credit**: Please return parts within 30 days after RMA creation. If you are unable to return the parts within this timeframe, contact Asset Recovery for an approved extension. Products returned should be new and unused. **Any product returned on a Return with Credit RMA, in used condition, is subject to invoice at the current list price.** Products should be returned for Return with Credit RMAs using an issued RMA number, which begins with a 2 or 3, and contains seven digits. AA (Awaiting Authorization) numbers are temporary tracking numbers generated from the Returns Tool (Online Return with Credit customer request submittals). Products should not be sent back to Cisco under these tracking numbers because the return has not been authorized. You are responsible for all return shipping costs and customs duties.
- RMAs **returned without credit**: Please return parts within 30 days after RMA creation. If you are unable to return the parts within this timeframe, contact Asset Recovery for an approved extension, otherwise, **Cisco reserves the right to invoice for nonreturned product at the current list price.** Products should be returned using an issued RMA number, which begins with a 2 or 3, and contains seven digits. You are responsible for all return shipping costs and customs duties.
- RMAs **returned for replacement**: Please return parts within 15 days after RMA creation. Products should be returned using an issued RMA number. You are responsible for all return shipping costs and customs duties.

Follow these packing instructions for all return shipments:

- Use the disposable grounding wrist straps to avoid static damage when handling parts.
- Reuse the packaging from the replacement parts to return the replaced hardware.
- Securely seal the box(es).
- Write the corresponding RMA number(s) prominently on the outside of each box.
- Please call the phone applicable to the region to arrange part(s) pick up or deliver to Cisco main country warehouse.
- Please call the phone applicable to the region to arrange part(s) pick up or deliver to Cisco Border Zone warehouses listed at addendum A if you are in Border Zone areas
- Please note it may take as many as seven (7) days for Cisco to receive your return shipment.
- Check the status of your RMA and locate the associated case number anytime, using your cco log in at: <http://tools.cisco.com/serviceordertools/svosubmit/tools.do>

Theatre/Country Return Instructions

Please return your RMA to the address listed in the “Return Address” field of the [RMA/Service Order Status Tool](#) (SVO). If you are unable to access SVO, please use the appropriate country depot listed below.

United States and Canada

The following information is in this section:

- [Service RMA Return Locations, page 3](#)
- [Service Return Locations, page 3](#)

- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 4](#)
- [2-Tier Distributor Return Location, page 4](#)
- [Service Asset Recovery Contacts, page 4](#)

Service RMA Return Locations

- [Product Online Web Returns \(POWR\) tool: \[www.cisco.com/go/logistics\]\(http://www.cisco.com/go/logistics\).](#)

The POWR tool is a web-based application designed to schedule the pickup of your Service RMA and direct that return to the appropriate Cisco return location with speed and accuracy. POWR offers the added advantage of auto-updating Cisco Systems, Inc. with your return information, which stops automated e-mail reminders. A Cisco.com password is not required!

- Manual paper waybill

Provided paper waybills may be used in the instance of no web or printer access. Please complete all requested information and note the RMA number in the Reference Number field.

Service Return Locations

This section contains information on return locations in the United States and Canada.

United States

Cisco Systems, Inc.
C/O Flextronics Operations
9500 Metric Blvd.
Suite 200
Austin, TX 78758
U.S.

Cisco Systems, Inc.
C/O Teleplan Intl.
8875 Washington Blvd. Ste. B
Receiving Dock 149
Roseville, CA 95678
U.S.

Cisco Systems, Inc.
C/O Jabil Global Services
9700 18th Street N.
Saint Petersburg, FL 33716
U.S.

Canada

UPS Logistics
C/O Cisco Systems, Inc.
7315 David Hunting Drive
Mississauga, ON L5S 1W3
Canada

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

United States and Canada

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

United States and Canada

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery@cisco.com

Phone: 1 800 800-1180 ext. 67284 or 408 526-7284

Fax: 408 526-5533

Non-Service Asset Recovery Contacts

E-mail: wwrl-nam-returns@cisco.com

European Market (EEA)

The following information is in this section:

- [Service RMA Location, page 4](#)
- [Service Asset Recovery Contacts, page 5](#)

Service RMA Location

Return to address specified on SVO status tool <http://tools.cisco.com/serviceordertools/svosubmit/tools.do>

Main Return Address from EEA countries

Cisco Systems International BV
C/O Kuehne + Nagel
Sojadijk 4
HELMOND, 5704 RL
The Netherlands

Main Return Address from NON-EEA countries

Please check your return address on SVO tool
<http://tools.cisco.com/serviceordertools/svosubmit/tools.do>

If you can't access SVO status tool please contact Asset Recovery via the contacts provided below.

Service Asset Recovery Contacts

E-mail: asset-recovery-europe@cisco.com

Phone: +31 20 357 3586

Fax: +31 20 357 1310

Non-Service Asset Recovery Contacts

E-mail: wwrl-emea-returns@cisco.com

Emerging Markets East (EME)

The following information is in this section:

- [Service RMA Location, page 5](#)
- [Service Asset Recovery Contacts, page 5](#)

Service RMA Location

Return to address specified on SVO status tool <http://tools.cisco.com/serviceordertools/svosubmit/tools.do>

Main Return Address from EEA countries

Cisco Systems International BV
C/O Kuehne + Nagel
Sojadijk 4
HELMOND, 5704 RL
The Netherlands

Main Return Address from NON-EEA countries

Please check SVO tool <http://tools.cisco.com/serviceordertools/svosubmit/tools.do> and look at the bottom section "Return Information"

If you can't access the tool above please use the contacts below to reach Asset Recovery so they can arrange return to the appropriate address.

Service Asset Recovery Contacts

E-mail: asset-recovery-eme@cisco.com

Phone: +31 20 357 3586

Fax: +31 20 357 1310

Non-Service Asset Recovery Contacts

E-mail: wwrl-emea-returns@cisco.com

Asia

The following information is in this section:

- [Service RMA Return Locations, page 6](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 10](#)
- [2-Tier Distributor Return Location, page 10](#)
- [Service Asset Recovery Contacts, page 10](#)

Service RMA Return Locations

China

CISCO
C/O TNT PEK CISCO WHS NO.9, 8 STREET
LOGISTICS PARK DEVELOPMENT CENTER,
SHUNPING ROAD,
SHUNYI DISTRICT BEIJING
BJ 101300
CHINA

Contact Person Mr. Ge Bin 8610 6947 5407

Guam

Cisco
C/O Guam Pak Express
278 S. Marine Drive - Suite 105
Tamuning, Guam 96913
GUAM
Tel: +1 671 649 3971 / 2323
Fax: +1 671 649 3454

To arrange RMA Return: +1 671 649 3971 / 2323

Hong Kong

Cisco
C/O DHL International (HK) LTD.
Unit 2 & 3, 5/F Global Gateway (H.K)
168 Yeung UK Road, Tsuen Wan
New Territories, Hong Kong
Tsuen Wan, New Territories
HONG KONG
Attn: RMA Receiving
Tel: +852-2407-0570
Fax:+852-2615-1236

To arrange RMA Returns: +852-2407-0570

India

Cisco
Rolex Logistics Pvt.Ltd
C/O DHL Lemuir Logistics Pvt. Ltd.
NO 55/10, Bommanahalli CMC
Harlukunta Village
80 Ft Road, HSR Layout Sector 2
Bangalore 560034
INDIA
TIN:29750071913 & CST 29750071913

Indonesia

Cisco
C/O PT DHL Exel Supply Chain Indonesia
Komplek Pergudangan Intirub
Jl. Cililitan Besar No.454
Jakarta timur, 13570
INDONESIA
Attn: RMA Receiving
Phone number 6221 8093 469

Korea

Cisco
TNT Korea, Ankook Building
8-1, Magok-Dong
Kangseo-Gu
Seoul, 157 210
KOREA
Attn: RMA Receiving
TEL : +82-32-744-9223
FAX : +82-32-744-9224
*Questions regarding the RMA:
Email: asset-recovery-kor@cisco.com
TEL : +82-2-2664-4800
Contact TNT +82-32-744-9227 to arrange for pick up.

Macau

Cisco
AVENIDA DE VENCESLAU DE MORAIS
NO.215, EDIFICIO AIR WAY, BLOCK B
UNIT 9 A MACAO
MACAO
Number: +853 2871 6410
Contact name: CECI KONG

Malaysia

Cisco Systems (Malaysia) Sdn Bhd
C/O Exel Global Logistics (Malaysia) Sdn Bhd
No 2 Jalan PPU 1, Batu 12.5
Taman Perindustrian Puchong Utama
47100 Puchong
Selangor
MALAYSIA
Tel:+60-3-8064-3936

Philippines

Cisco
C/O AIRLIFT ASIA INC
AAI Freight Management Center
Kaingin Road, Multinational Drive
Paranaque City
PHILIPPINES
Attn: RMA Receiving
Tel: +63-2-776 8082

Singapore

Cisco System International BV
DHL Supply Chain (Singapore) Pte Ltd
UEN No 199805868N
9 Tai Seng Drive
#03-01 Geo-Tele Centre
SINGAPORE 535227
Attention: RMA Receiving
Tel: +65 6461 6754

Sri Lanka

Cisco
C/O DHL Exel Supply Chain - LK
No 101, Ambathale Road
Katupallela Junction
Wellampitiya, Sedawatte,
SRI LANKA
Attn: Cisco RMA Receiving

Taiwan

Cisco
C/O TNT TPE GATEWAY
3F, NO 6, HOU HSEN ROAD
LU CHU HSIANG
TAO YUAN HSING, 338
TAIWAN
Email: dgi-pickup-tw@external.cisco.com

Thailand

Cisco
C/O DHL Exel Supply Chain
29/10 Moo 7
Soi Pooncharoen Bangna-Trad Km. 16.5
Bangplee Samutprakarn
THAILAND

Attn: RMA Receiving
Tel : +662 7406702/4 ext. 116

Vietnam 1

Cisco
C/O VN1 - EXEL (Vietnam) Ltd
DHL Spare Parts Center
18 Cong Hoa Street
Ward 4, Tan Binh District
HCM City
VIETNAM
Tel: 84 8 39485587
Contact: Mr Le Thanh Hai

To arrange RMA Return: +84 8 9485587
Email: asset-recovery-restofasia@cisco.com

Vietnam 2

Cisco
C/O HAN - MACS HANOI
4th Floor
9 Nguyen Hong Street
Ba Dinh District
Ha Noi
VIETNAM
Tel: 84 83795 0992
Contact: Ms. Luong Thi Huong

To arrange RMA Return: +84 83795 0992
Email: asset-recovery-restofasia@cisco.com

All Other Countries Service RMA Return Location

DHL Singapore
C/O Cisco Systems, Inc.
9 Tai Seng Drive
03-01 Geo-Tele Centre
Singapore 553 225

To arrange RMA Return: + 604-627-2840
Email: asset-recovery-anz@cisco.com and asset-recovery-restofasia@cisco.com

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

2-Tier Distributor Return Location

Service Asset Recovery Contacts

China

E-mail: asset-recovery-chn@cisco.com

The Rest of Asia

Email: asset-recovery-restofasia@cisco.com

Non-Service Asset Recovery Contacts

Email: wwrl-apac-returns@cisco.com

Australia and New Zealand

The following information is in this section:

- [Service RMA Return Locations, page 11](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 12](#)
- [2-Tier Distributor Return Location, page 12](#)
- [Service Asset Recovery Contacts, page 12](#)

Service RMA Return Locations

Australia

Cisco Systems Australia
C/O TNT Storapart
Unit B3, 2 McPherson Street
BANKSMEADOW NSW 2019
AUSTRALIA

Attn: Cisco RMA Return Department
Please contact TNT on 1300 367 238 to arrange pick up.

Fiji

Cisco Systems Inc
C/O DHL Express (Fiji) Ltd
DHL Freight Centre
Grantham Plaza, Grantham Rd,
Raiwaqa
P.O.Box 13036
Suva, Fiji

New Zealand

Cisco Systems
C/O DHL Exel Supply Chain
103 Kerwyn Ave
Highbrook1
East Tamaki 1701
Auckland
NEW ZEALAND
Attn: RMA Receiving
Tel: +64-9-271-8753
Fax: +64-9-265-1537
To arrange RMA Return: +64 (0)800 268 743

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

Australia and New Zealand

2-Tier Distributor Return Location

Australia and New Zealand

Service Asset Recovery Contacts

E-mail: asset-recovery-anz@cisco.com

Phone: 604-627 2840

Non-Service Asset Recovery Contacts

E-mail: wwrl-apac-returns@cisco.com

Japan

The following information is in this section:

- [All Returns Locations, page 12](#)
- [Service Asset Recovery Contacts, page 12](#)

All Returns Locations

Cisco Systems K.K.
DHL Japan, Inc. TDC/ELC
1-10-9 Shinkiba
Koto-Ku
Tokyo 136-0082
Japan

Service Asset Recovery Contacts

E-mail: asset-recovery-jp@cisco.com

Phone: 0120-051452 or +81-3-5520-1922

Non-Service Asset Recovery Contacts

E-mail: wwrl-japan-returns@cisco.com

Central and South America

The following information is in this section:

- [Service RMA Return Location](#), page 13
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location](#), page 23
- [2-Tier Distributor Return Location](#), page 23
- [Service Asset Recovery Contacts](#), page 23

Service RMA Return Location

Argentina

Cisco Systems
C/O UPS SCS Argentina SRL
Cuyo 2870
Martinez
Martinez
Argentina 1640

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Argentina

Cisco Systems
C/O UPS-SCS (Argentina) - ROS
Santa Fe 1435
Rosario, Buenos Aires
Argentina S2000ATU

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Barbados

Cisco Systems
C/O UPSLG Barbados Ltda.
Cargo Terminal
G.A.I.A Christ Church
Barbados, Christ Church
Barbados

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Bermuda

Cisco Systems
C/O Gateway System
10 queen street
Hamilton HM 11

Hamilton, Hamilton
Bermuda

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Bolivia

Cisco Systems
C/O UPS SCS (Bolivia) Ltda.
Calle: Rosendo Gutierrez # 410
Zona: Sopocachi
La Paz, La Paz
Bolivia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Bolivia

Cisco Systems
C/O UPS SCS (Bolivia) Ltda.
C.Buenos Aires Galeria Los Arcos L-13
Santa Cruz, Santa Cruz
Bolivia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS SCS Logistica (Brasil) Ltda.
Rua Pedro Taques, 77
Bairro Consolação
Sao Paulo, Sao Paulo
Brazil 01415-010

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O Qualifix Comercio e Servicos D
Av. Pedro Alvares Cabral,1020
Umarizal
Belem, PA
Brazil

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS SCS (BRAZIL) - BHZ
AVENIDA DO CONTORNO 2090 - SL 802
Belo Horizonte, MG
Brazil 30110-110

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS SCS (BRAZIL) - BSB
SCS QD 07 - SL 1308/1310/1312/1314 DF-DISTRITO FEDERAL
Brasilia, DF
Brazil 70307-000

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O AEROFAS-CPQ
Rua Dana Concheta Padula, 184
Jd. Aurélia
Campinas, SP
Brazil 13030-020

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS-SCS (BRAZIL) - CWB
ALAMEDA DR. CARLOS DE CARVALHO
Curitiba, PR
Brazil 80060-100

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS-SCS (BRAZIL) - POA
AVENIDA A J RENNER 3º ANDAR FARRAPOS RS-RIO
GRANDE DO SUL POA-PORTO ALEGRE
PORTO ALEGRE, RS
Brazil 90020-100

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O Qualifix Comércio e Serviços D
RUA ITAUBA , 196
Imbiribeira
Recife, PE
Brazil 51150-370

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O UPS-SCS (BRAZIL) - RIO
RUA DOM GERARDO 7º ANDAR
Centro
RIO DE JANEIRO, RJ
Brazil 20090-030

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O AEROFAS T LOGÍSTICA INTEGRADA L
RUA VICENTE CELESTINO,1077
PALMEIRAS
ARACATUBA, SP
Brazil 16071-215

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O AEROFAS T LOGÍSTICA INTEGRADA LTDA
RUA MANOEL DE CAMARGO, 1-81
VILA GALVÃO
BAURU, SP
Brazil 17047-100

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Brazil

Cisco Systems
C/O AEROFAS T LOGÍSTICA INTEGRADA LTDA
RUA MANOEL DOS SANTOS, 58
JD. PALMARES

RIBEIRAO PRETO, SP
Brazil 14092-430

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Bahamas

Cisco Systems
C/O Technical & Logistic Solutions
#83 Alexandria BLVD
Nassau Village, Nassau
Bahamas

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Chile

Cisco Systems
C/O UPS Supply Chain Solutions Transportes Chile Ltda.
Carretera General San Martin 9260 Modulo A-B
Quilicura
Santiago, RM
Chile 6510208

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Colombia

Cisco Systems
C/O UPS SCS (COLOMBIA) LTDA
Complejo Logístico San Cayetano III
Cra 85 D # 46a-65 Bod. 21-22
Bogotá, Colombia
Colombia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Colombia

Cisco Systems
C/O UPS-SCS (COLOMBIA) - BAQ
CARRERA 54 # 72 - 80 CENTRO EJECUTIVO
Barranquilla
Colombia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Colombia

Cisco Systems
C/O UPS Supply Chain Solutions Colombia Ltda.
Calle 19N # 2N - 29 Edificio Torre de Cali
Piso 21 Oficina 2102B
CLO, Valle del Cauca
Colombia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Colombia

Cisco Systems
C/O UPS Supply Chain Solutions Colombia Ltda.
Carrera 43A # 19A - 87
Centro Automotriz Local 95
MDE, Antioquia
Colombia

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Costa Rica

Cisco Systems
C/O UPS SCS (Costa Rica) Ltda.
700 metros al Este del Aeropuerto Juan Santamaría
Contiguo a la Terminal de Exportación de Tical
Alajuela
Costa Rica

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Dominican Republic

Cisco Systems
C/O UPS SCS Dominican Republic, S.A.
Autopista Duarte KM/13 Alameda
Santo Domingo
Santo Domingo
Republica Dominicana

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Ecuador

Cisco Systems
C/O UPS SCS (Ecuador) Cia. Ltda.
Av Luis Tufiño OE3 – 87 y Av. Rea Audiencia
Ciudadela Rumiñahui

Quito, Pichincha
Ecuador

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Ecuador

Cisco Systems
C/O UPS SCS (Ecuador) Cia. Ltda.
Av. Luis Tufiño 1129 y Av. Real Audiencia
Ciudadela Rumiñahui
Quito, Pichincha
Ecuador

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Guatemala

Cisco Systems
C/O UPS SCS Guatemala Limitada
Calzada Atanasio Tzul 22-00 zona 12
Empresarial El Cortijo II Interior Bodega 237
Guatemala City, Guatemala City
Guatemala

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Honduras

Cisco Systems
C/O UPS Logistics Group Honduras S. DE R.L.
Km 5.3 Carretera al Aeropuerto,
C.Com. Blvd. Centroamérica 2do Piso Local 11
San Pedro Sula, San Pedro Sula
Honduras

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Honduras

Cisco Systems
C/O UPS SCS Honduras, S.R.L
Avenida La Paz, No. 2935
Edificio Santa Elena, 2ndo. Nivel, Local 17
Tegucigalpa , Tegucigalpa
Honduras

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Haiti

Cisco Systems
C/O Jean Claude Celestin
20 RUE MAGNY-Petion-Ville
PETION-VILLE, HAITI , PORT AU PRINCE
Haiti

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Jamaica

Cisco Systems
C/O UPS LOGISTICS GROUP JAMAICA LTD
20 Dominica Drive, Kingston 5
Kingston 5
Kingston, Kingston
Jamaica

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Grand Cayman

Cisco Systems
C/O Software Solutions
71-A Eastern Avenue Trinity Square
Box 1278GT Grand Cayman, Cayman Islands, BWI
Grand Cayman, Cayman Islands
Grand Cayman

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Nicaragua

Cisco Systems
C/O UPS SCS Nicaragua S.A.
Km 8 ½ Carretera Norte,
De los Semaforos de la Subasta 100 Mts al Oeste
Managua, Managua
Nicaragua

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Panama

Cisco Systems
C/O UPS PANAMA
Parque Sur; Parque Industrial y Corporativo Sur S.A
Avenida Domingo Díaz, contiguo a la Universidad
Tecnológica de Panamá, frente a Centro Logístico Cochez;
Tocumen, edificio Flex space, bodega 4 y 5.

Panama
Panama

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Peru

Cisco Systems
C/O UPS SCS (PERU) S.R.L.
Av. Angamos Este No. 1625
Surquillo
Surquillo
Peru

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Puerto Rico

Cisco Systems
C/O UPS Supply Chain Solutions, Inc
Rio Cañas Ward Road 175 KM 4
Caguas , PR
Puerto Rico 725

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

EL Salvador

Cisco Systems
C/O UPS-SCS de El Salvador
BOULEVARD CONSTITUCION, NO. 543
450 METROS AL SUR DEL MONUMENTO A LA CONSTITUCIÓN
San Salvador , San Salvador
EL Salvador

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

West Indies

Cisco Systems
C/O Microtron (Bernard Hosam)
19 Mucurapo Road
St James
Trinidad , Port of Spain
West Indies

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

US

Cisco Systems
C/O UPS Supply Chain Solutions
10000 NW 25th Street
Warehouse Door #26 and #27
Miami , FL
US 33172

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Uruguay

Cisco Systems
C/O UPS Supply Chain Solutions Uruguay S.R.L.
TREINTA Y TRES 1590
Montevideo
Uruguay 11000

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Venezuela

Cisco Systems
C/O UPS SCS (VENEZUELA) CCS
Av. Diego Cisneros con 3era Transversal
Edificio Principal II, Piso 2, Ofc 21-B. Los Ruices
Caracas
Venezuela

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Venezuela

Cisco Systems
C/O UPS-SCS VENEZUELA - BRM
URBANIZACION EL PARRAL, CENTRO COMERCIAL EL PARRAL
PISO 2, OFICINA 21A
Barquisimeto
Venezuela

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Venezuela

Cisco Systems
C/O UPS-SCS VENEZUELA - MAR
CALLE 72 CON AV 8, SANTA RITA
CC CLODOMIRA, LOCAL 27, P.B.
MARACAIBO
Venezuela

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Venezuela

Cisco Systems
C/O UPS-SCS VENEZUELA - PCZ
AV. PRINCIPAL DE LECHERIAS
CENTRO COMERCIAL GALERIAS CENTER. PISO 1, OFIC 13
PUERTO LA CRUZ
Venezuela

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Venezuela

Cisco Systems
C/O UPS-SCS VENEZUELA - VLN
ZONA IND MUNICIPAL SUR, FINAL AV. ERNESTO BRANGER
CC IND AEROPUERTO ALMACEN DE VALENCIA
VALENCIA
Venezuela

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Virgin Islands

Cisco Systems
C/O UPS Supply Chain Solution co/ Rush IT Inc.
Raphune Hill 4001
Suite. 9 Alcohens Plaza
STT-ST. THOMAS, STT-ST. THOMAS
Virgin Islands 802

To arrange RMA Return: Email: asset-recovery-latam@cisco.com

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery-latam@cisco.com

Phone: +1 305 513 2506 (U.S. - Se Habla Español - English, Spanish, Portuguese)

Non-Service Asset Recovery Contacts

Email: wwrl-latam-returns@cisco.com

Mexico

The following information is in this section:

- [Service RMA Return Location, page 24](#)
- [Return With Credit, Return Without Credit, Return and Replace RMA Return Location, page 27](#)
- [2-Tier Distributor Return Location, page 27](#)
- [Service Asset Recovery Contacts, page 27](#)
- [Non-Service Asset Recovery Contacts, page 27](#)

Service RMA Return Location

Mexico City

CISCO SYSTEMS Inc.
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
San martin xochinahuac
Del. Azcapotzalco
Mexico City
DF, 02120

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Ciudad Juarez

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Carretera bordo casi Esq. Leona Vicario
Ind. Firet
Ciudad Juarez
Chihuahua, 23450

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Los Cabos

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Blvd. Gomez Morin #9050 Bod. 3
Partido Senecu
Los Cabos
Baja California sur, 32470

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Chetumal

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Zaragoza Esq. 16 de Septiembre
Centro
Chetumal
Quintana Roo, 77000

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Cancun

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Tonina Lote 24 Bodega 3
Zona Industrial Region 97 Manzana 4
Cancun
Quintana Roo, 77530

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

La Paz

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Félix Ortega #1715 Esq. Santos Degollado
Centro
La Paz
Baja California sur, 23000

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Mexicali

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Av. Ferrocarrileros # 14 Esq. Calle de la Industria
Industrial
Mexicali
Baja California norte, 21010

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Nogalaz

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Blvd. Luis Donaldo Colosio # 2680 Bodega 8
Kalitea
Nogalaz
Sonora, 84066

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Piedras Negras

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Lázaro Cárdenas #1305
Buena vista Sur,
Piedras Negras
Coahuila, 26040

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Reynosa

CISCO SYSTEMS Inc
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Av. San Rafael Bodega # 19B
Parque Mall Industrial
Reynosa
Tamaulipas, 88754

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Tapachula

CISCO SYSTEMS
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
17 Oriente y 3ra. Norte # 45
Centro
Tapachula
Chiapas, 30700

To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Tijuna

CISCO SYSTEMS
C/O FH LOGISTICA SA DE CV
Attn: RMA Receiving
Privada Misiones # 1124
Parque Industrial Misiones
Tijuna,
Baja California norte, 22500
To arrange RMA Return: 01800 – 11 23459
Email: asset-recovery-mx@external.cisco.com

Return With Credit, Return Without Credit, Return and Replace RMA Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

2-Tier Distributor Return Location

<http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/authorized.html>

Service Asset Recovery Contacts

E-mail: asset-recovery-mx@external.cisco.com
Phone #: 01800 – 11 23459

Non-Service Asset Recovery Contacts

E-mail: wwrl-latam-returns@cisco.com

Failure Analysis (FA) Returns

Effective November 20, 2009, all Failure Analysis cases requested by customers/partners will go through the following new process:

1. When customers/partners request FA on an RMA, the case creator (for example TAC or HTTS) will inform them of the new process.
IMPORTANT MESSAGE TO THE CUSTOMER/PARTNER: Please do not ship the parts as you may have done in the past. A Cisco FA collection agent will contact you via phone to provide you with further instructions on the new returns process.
2. The Cisco collection agent will provide the customer/partner a completed “Ship Confirmation” form via email. The customer/partner must ensure that the information is accurate. They must also make sure that the following information is clearly written on the parcel in large and legible letters using a felt tipped marker:
 - a. RMA Number
 - b. FA Case Number



Note The FA Collection Team (FACT) Courier will need the above information in order to pick up the parcel (shipment) . FA returns without this information will result in rescheduling of the pickup and will cause delay in returning the FA parts to Cisco.

3. Once all information has been exchanged, the FACT agent will send an email to the customer/partner confirming the following:
 - a. Case details
 - b. Scheduled pick up information
 - c. Special pick up instructions from the customer
4. A FACT courier will pick up the parcel (shipment) as per the defined schedule and location:
 - a. The FACT courier will look for the Ship Confirmation Form attached to the parcel (shipment).
 - b. The FACT courier will also identify the parcel (shipment) by the RMA number and the FA case number the customer has written on the parcel.
 - c. The FACT courier will provide a bill of lading (BOL) , AWB (air way bill) or receipt for the parcel.



Note If the FACT courier cannot pick up the parcel (shipment), they will work with the customer to reschedule as soon as possible.

5. Once the FACT courier collected the parcel (shipment), the FACT agent will send the customer/partner an email confirmation that the pick-up has been made and will provide them with the track and trace details.

To check the status of your FA case, email the FACT team at: cisco.fact@dhl.com.

To contact the FACT team by phone:

US: + 877-662-6947

Europe: + 02-0206-1733

APAC: + 65-6311-5701

Japan: + 0120 994480

Packaging Guidelines

- Write the RMA number on the outside of each returned box.
- Reuse the original packaging material to return electronic parts, and ensure that parts are placed in ESD bags and waterproofed, if applicable.
- Pad corners of the chassis and any boards, components, or other fragile parts with foam or paper. Please treat the return as you would expect us to treat products sent to you. Avoid strapping a chassis to a wooden pallet with little or no protection.

Viewing of Return Status

If you are a registered Cisco customer, you can view the status of your RMA via the RMA/Service Order Status Tool (SVO) at the following URL:

<http://tools.cisco.com/serviceordertools/svosubmit/tools.do>